

What is claimed is:

1. A method of processing customer contact requests, comprising steps of:  
receiving location information from a particular customer service representative ("CSR")  
indicating where the particular CSR is currently located;  
receiving one or more incoming customer contact requests for which CSR interaction is  
indicated; and  
routing selected ones of the received customer contact requests to the particular CSR  
using the received location information.

2. The method according to Claim 1, wherein the location information from the CSR is  
received over a network connection between a processing device used by the CSR and a  
remotely-located server.

3. The method according to Claim 2, wherein the processing device used by the CSR is a  
thin-client device.

4. The method according to Claim 2, wherein the CSR interacts with a Web page to transmit  
the received location information and to handle the routed customer contact requests.

5. The method according to Claim 1, further comprising the steps of:  
receiving revised location information from the particular CSR, wherein the revised  
location information indicates a different location where the particular CSR is now located; and

4 subsequently routing selected ones of the received customer contact requests to the  
5 particular CSR using the received revised location information.

1 6. The method according to Claim 2, wherein the received location information is stored for  
2 use by the routing step, and further comprising the steps of:

3 creating a cookie which contains stored information for the particular CSR; and  
4 transmitting the cookie to the CSR over the network connection.

1 7. The method according to Claim 1, wherein the received location information indicates a  
2 device which is in use by the particular CSR, and to which the routing step should route the  
3 selected ones for the particular CSR.

1 8. The method according to Claim 1, wherein the received location information indicates a  
2 geographic location of the CSR.

1 9. The method according to Claim 1, wherein the received location information indicates a  
2 physical location of the CSR.

1 10. The method according to Claim 1, further comprising the steps of:  
2 obtaining customer-specific information pertaining to the selected ones of the received  
3 customer contact requests; and  
4 forwarding the obtained customer-specific information to the particular CSR when routing

the selected ones of the received customer contact requests.

11. A method of providing distributed call center operations, comprising steps of:

receiving, over a network connection to a call center system, location information from one or more customer service representatives ("CSRs") indicating where each of the CSRs is currently located;

receiving, at the call center system, one or more incoming customer contact requests for which CSR interaction is indicated;

queuing, at the call center system, each of the received customer contact requests until a CSR is available for handling the request; and

routing, by the call center system, a selected one of the queued customer contact requests to a particular CSR using the received location information when the particular CSR is or becomes available.

12. The method according to Claim 11, further comprising the steps of:

receiving revised location information from one or more of the CSRs, wherein the revised location information indicates a different location where the CSR sending the revised location information is now located; and

subsequently using the received revised location information when routing a newly-selected one of the queued customer contact requests to one of the CSRs who sent revised location information.

1 13. A system for providing distributed call center operations, comprising:  
2 means for receiving, over a network connection to a call center system, location  
3 information from one or more customer service representatives ("CSRs") indicating where each  
4 of the CSRs is currently located;

5 means for receiving, at the call center system, one or more incoming customer contact  
6 requests for which CSR interaction is indicated;

7 means for queuing, at the call center system, each of the received customer contact  
8 requests until a CSR is available for handling the request; and

9 means for routing, by the call center system, a selected one of the queued customer  
10 contact requests to a particular CSR using the received location information when the particular  
11 CSR is or becomes available.

1 14. The system according to Claim 13, further comprising:

2 means for receiving revised location information from one or more of the CSRs, wherein  
3 the revised location information indicates a different location where the CSR sending the revised  
4 location information is now located; and

5 means for subsequently using the received revised location information when routing a  
6 newly-selected one of the queued customer contact requests to one of the CSRs who sent revised  
7 location information.

1 15. A computer program product for providing distributed call center operations, the  
2 computer program product embodied on one or more computer-usable media and comprising:

3 computer readable program code means for receiving, over a network connection to a call  
4 center system, location information from one or more customer service representatives ("CSRs")  
5 indicating where each of the CSRs is currently located;

6 <sup>Ab</sup> computer readable program code means for receiving, at the call center system, one or  
7 more incoming customer contact requests for which CSR interaction is indicated;

8 computer readable program code means for queuing, at the call center system, each of the  
9 received customer contact requests until a CSR is available for handling the request; and

10 computer readable program code means for routing, by the call center system, a selected  
11 one of the queued customer contact requests to a particular CSR using the received location  
12 information when the particular CSR is or becomes available.

1 16. The computer program product according to Claim 15, further comprising:

2 computer readable program code means for receiving revised location information from  
3 one or more of the CSRs, wherein the revised location information indicates a different location  
4 where the CSR sending the revised location information is now located; and

5 computer readable program code means for subsequently using the received revised  
6 location information when routing a newly-selected one of the queued customer contact requests  
7 to one of the CSRs who sent revised location information.